



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

ROY COOPER
GOVERNOR

JAMES H. TROGDON, III
SECRETARY

DATE: October 16, 2017

TO: Join Legislative Transportation Oversight Committee

FROM: *for* T. M. Little, PE
Chief Engineer

DocuSigned by:
Robert Barrier
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SUBJECT: Citizen Action Request Report

Pursuant to N.C.G.S. §136-18.05(b)(1), please find attached the Department's report on responsiveness to citizen-reported maintenance issues including potholes, drainage issues, guardrail repairs, damaged or missing signs, malfunctioning traffic lights, and shoulder damage which were identified in the previous month.

The Department of Transportation greatly appreciates the continuing support and assistance being provided by your Committee. Please let us know if additional information or clarification is needed.

TML/rlb

Attachments

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1 SOUTH WILMINGTON STREET
RALEIGH, NC 27699-1536

Action Request (AR) Completion Report

September, 2017

Statewide

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	914	588	51	275
	Guardrail Damage	87	62	7	18
	Pothole	679	571	91	17
	Shoulder Repair	315	248	7	60
Traffic	Signal Malfunction	330	303	22	5
	Signing	283	244	7	32
Total		2,608	2,016	185	407

Division 1

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	83	78	1	4
	Guardrail Damage	1	1	0	0
	Pothole	17	16	1	0
	Shoulder Repair	29	25	1	3
Traffic	Signal Malfunction	7	5	0	2
	Signing	8	4	1	3
Total		145	129	4	12

Division 2

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	88	33	12	43
	Guardrail Damage	0	0	0	0
	Pothole	61	57	3	1
	Shoulder Repair	30	22	1	7
Traffic	Signal Malfunction	3	3	0	0
	Signing	11	11	0	0
Total		193	126	16	51

Division 3

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	219	87	9	123
	Guardrail Damage	2	1	0	1
	Pothole	98	70	25	3
	Shoulder Repair	60	32	0	28
Traffic	Signal Malfunction	23	23	0	0
	Signing	24	24	0	0
Total		426	237	34	155

Division 4

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	138	65	11	62
	Guardrail Damage	9	4	0	5
	Pothole	25	22	1	2
	Shoulder Repair	39	34	2	3
Traffic	Signal Malfunction	6	5	0	1
	Signing	24	22	1	1
Total		241	152	15	74

Division 5

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	53	39	5	9
	Guardrail Damage	12	6	6	0
	Pothole	173	145	26	2
	Shoulder Repair	27	22	1	4
Traffic	Signal Malfunction	111	90	21	0
	Signing	34	6	1	27
Total		410	308	60	42

Division 6

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	100	73	2	25
	Guardrail Damage	10	2	0	8
	Pothole	26	19	6	1
	Shoulder Repair	41	30	0	11
Traffic	Signal Malfunction	12	12	0	0
	Signing	6	6	0	0
Total		195	142	8	45

Division 7

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	49	43	4	2
	Guardrail Damage	5	2	0	3
	Pothole	37	36	0	1
	Shoulder Repair	14	14	0	0
Traffic	Signal Malfunction	24	24	0	0
	Signing	20	20	0	0
Total		149	139	4	6

Division 8

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	57	56	1	0
	Guardrail Damage	6	5	0	1
	Pothole	24	22	2	0
	Shoulder Repair	24	24	0	0
Traffic	Signal Malfunction	7	7	0	0
	Signing	12	10	1	1
Total		130	124	4	2

Division 9

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	58	55	2	1
	Guardrail Damage	11	10	1	0
	Pothole	51	51	0	0
	Shoulder Repair	17	17	0	0
Traffic	Signal Malfunction	7	7	0	0
	Signing	18	15	3	0
Total		162	155	6	1

Division 10

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	19	15	1	3
	Guardrail Damage	2	2	0	0
	Pothole	80	53	23	4
	Shoulder Repair	6	3	0	3
Traffic	Signal Malfunction	87	84	1	2
	Signing	40	40	0	0
Total		234	197	25	12

Division 11

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	4	4	0	0
	Guardrail Damage	5	5	0	0
	Pothole	9	9	0	0
	Shoulder Repair	5	5	0	0
Traffic	Signal Malfunction	2	2	0	0
	Signing	44	44	0	0
Total		69	69	0	0

Division 12

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	19	19	0	0
	Guardrail Damage	1	1	0	0
	Pothole	31	31	0	0
	Shoulder Repair	11	11	0	0
Traffic	Signal Malfunction	15	15	0	0
	Signing	16	16	0	0
Total		93	93	0	0

Division 13

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	17	17	0	0
	Guardrail Damage	15	15	0	0
	Pothole	22	22	0	0
	Shoulder Repair	8	8	0	0
Traffic	Signal Malfunction	17	17	0	0
	Signing	14	14	0	0
Total		93	93	0	0

Division 14

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	10	4	3	3
	Guardrail Damage	8	8	0	0
	Pothole	25	18	4	3
	Shoulder Repair	4	1	2	1
Traffic	Signal Malfunction	9	9	0	0
	Signing	12	12	0	0
Total		68	52	9	7